

**Claims**

What is claimed is:

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1. A system management tool, comprising:

an input system;

an electronic library connected to the input system and

10 including a process diagram for modeling a system;

an evaluation system connected to the electronic library;

a corrective action system connected to the evaluation system;

and

an assessment and analysis system connected to the corrective

15 action system, the assessment and analysis system measuring a

corrective action.

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2. The tool of claim 1, further including a report writing

wizard with cut and paste functions from the electronic library, the

evaluation system, the corrective action system and the assessment

and analysis system.

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3. The tool of claim 1, further including a plurality of

interactive links connected to the evaluation system.

4. The tool of claim 3, wherein the interactive links include a central data repository storing all the data for the system.

5. The tool of claim 1, further including a plurality of hyperlinks that provide access to the electronic library, the evaluation system and the corrective action system.

10 6. The tool of claim 1, wherein the evaluation system includes a plurality of metrics and a plurality of associated thresholds.

15 7. The tool of claim 6, wherein the evaluation system includes a graphing system for displaying each of the plurality of metrics and each of the plurality of associated thresholds.

8. The tool of claim 1, wherein the corrective action system includes a forecasting tool.

9. A system management tool, comprising:

a web browser system;

a network connected to the web browser system;

5 an access control system connected to the network;

a web page server connected to the access system;

an electronic library accessible from the web page server;

an evaluation system accessible from the web page server; and

a corrective action system accessible from the web page server.

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10. The tool of claim 9, further including an assessment and analysis system accessible from the web page server, the assessments and analysis system measuring a corrective action.

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11. The tool of claim 9, wherein the electronic library includes a process diagram, defining an input and an output.

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12. The tool of claim 9, further including a report writing system accessible by the web browser system.

13. The tool of claim 9, further including an interactive link accessible from the web page server containing a data repository.

14. A method of operating a system management tool, comprising the steps of:

- 5 a) transmitting a connection request over a network to a system management server;
- b) receiving a front page;
- c) selecting from a plurality of options including, an electronic library, a data repository and an evaluation system; and
- 10 d) when the data repository is selected by clicking on a link, selecting either to view data or to enter data.

15. The method of claim 14, further including the step of:

- 15 e) when the electronic library is selected, selecting from a process diagram, an instruction manual or a dictionary.

16. The method of claim 14, further including the steps of:

- 20 e) when the evaluation system is selected, selecting a metric to analyze;
- f) displaying a graph of the metric.

17. The method of claim 16, further including the step of:

g) displaying a threshold.

5 18. The method of claim 14, further including the step of:

e) when the evaluation system is selected, selecting a set of metrics that exceed their threshold.

10 19. The method of claim 14, further including the step of:

e) when the evaluation system is selected, selecting a set of metrics that are unstable;

15 f) when the evaluation system is selected, selecting a set of forecasting indicators.

20. The method of claim 19, wherein an unstable metric is a metric which may have process problems.

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